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1. CASE NO. 910503CWE5004		2. INVESTIGATOR'S ID 8 0 9 0		3. OFFICE CODE 8 6 0		<b>EPIDEMIOLOGIC INVESTIGATION REPORT</b>
4. DATE OF ACCIDENT YR MO DAY 9 1 0 5 0 2		5. DATE INVESTIGATION INITIATED YR MO DAY 9 1 0 5 0 7				
6. SYNOPSIS OF ACCIDENT OR COMPLAINT The consumer reports that her electric toaster oven failed to shut off its toaster, after the normal toasting time had elapsed (signaled by the Toaster On/Off Control Lever automatically rising). She added that this resulted in the English muffins continuing to toast until they caught on fire. The Kitchen wall behind this electric toaster oven was slightly scorched, but damage was minor. The consumer was able to put out the fire without any injuries.						
7. LOCATION (Home, school, etc.) Home (Kitchen)		8. CITY Newark		9. STATE California CA		
10A. FIRST PRODUCT Electric Toaster Oven		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Brand: Black & Decker Model: TR0500TY1 Black & Decker (US) Inc., Shelton, CT 06484				
10B. SECOND PRODUCT English muffins		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Brand: Thomas' Honey Wheat S.B. Thomas, Inc., Totowa, New Jersey 07512				
12. AGE OF VICTIM 9 9 9		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 No Injury-9		14. DISPOSITION No Injury		15. INJURY DIAGNOSIS No Injury
16. BODY PART No Injury		17. RESPONDENT(S) (Mother, Friend) Consumer (wife)		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 OTHER 3		19. TIME SPENT 1 5 Hrs
20. ATTACHMENTS Multiple Attachments		21. CASE SOURCE - Complaint Doc. No. F155004		22. REVIEWED BY YR MO DAY 8 1 0 1 9 1 0 6 1 2		
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME XXX CPSC MAY NOT DISCLOSE MY NAME						
24. NARRATIVE (See Instructions on Other Side)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE		
THE COMPLETE REPORT IS ATTACHED.						
<p>ALL INFORMATION NOTIFIED to the public made available to the public attached to the report requested</p>						
(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)						

PRE INCIDENT:

Information in this report was obtained from the consumer (wife of the complainant). The electric toaster oven was purchased, from Service Merchandise (located on Cedar Blvd. in Newark, California), on April 17, 1991, for \$44.86 (plus tax). The consumer reports that this Service Merchandise store is located on Cedar Blvd. in Newark, California. The Telephone Directory lists the following firm:

Service Merchandise Co.  
39055 Cedar Blvd.  
Newark, Calif. 94560  
(415) 794-5675

The electric toaster oven was purchased, new, and it was in a sealed box. The electric toaster was not modified or repaired, and the consumer was not aware of any damage to the electric toaster (prior to this incident).

The consumer said that this electric toaster oven is the family's third toaster oven. All of these toaster ovens operated in a very similar manner, according to the consumer. She added that her family had never experienced any problems or other fire incidents, with the other toaster ovens.

The consumer's family has lived in this house for about 17 years. The consumer estimates that the house is about 22 years old. The consumer reports that the family has not experienced any electrical problems in this house, during the period of time that it has lived in this home (roughly 17 years).

The English muffins were purchased from Lucky supermarket in Newark, California. The consumer believes that the English muffins were probably purchased the weekend prior to this incident.

The electric toaster oven was used roughly two times each day, usually in preparing breakfast or dinner. The consumer reports that the "toaster" was used about every day and the "oven" was also used about every day. The consumer believes that the "oven" had not been used on the "broil" setting, but had been used only at or below the "400 °F" setting. The electric toaster oven was used during the first two week period, without any problems. The consumer reports that the toaster's crumb tray had been cleaned out about two days prior to this incident.

The consumer reports that the two half sections of an English muffin were placed inside the toaster/oven. She added that nothing had been spread on the muffins (no margarine, no butter, etc.). The Toast Color Selector was on the mark between "Light" and "Dark" (a medium setting), and then the Toast On/Off Control Lever was depressed down. The consumer indicated that this is the normal procedure, and that nothing was different this time.

INCIDENT:

This fire incident occurred at about 7:45 AM on Thursday, May 2, 1991. The consumer reports that she recalls that there was clear weather on this day. The toaster/oven was left alone to toast the English muffin, while the consumer was getting ready for work and her son was getting ready for the day. The complainant (husband) reports that he was not home at the time of this incident. The consumer reports that she noticed smoke and flames coming from the toaster/oven. She reports that she quickly unplugged the power cord of this toaster/oven, opened the door of the toaster/oven, and then threw flour inside the toaster/oven. She said that this did put out the fire.

The consumer reports that there was a lot of smoke in the Kitchen. She said that the smoke alarm did not sound, during this incident. This smoke alarm is located in a hall, roughly 40 feet away from the location of the toaster/oven. Only minor damage, to the home, resulted from this fire incident. A fire scorch mark was left on the Kitchen wall, just behind two open slots on the back metal panel of the toaster/oven. This fire scorch mark is shown in PHOTO D of EXHIBIT I. There was no other significant fire damage to the home. The consumer indicated that the Toaster On/Off Control Lever had come up, but the toaster apparently kept toasting, until a fire started inside the toaster/oven. The consumer reports that no other electrical appliances or electrical lights (on this same electrical branch circuit) were on at the time of this fire incident. She added that the circuit breaker, protecting the electrical outlet for this toaster/oven (found to be rated at 20 amperes), did not trip during this incident.

POST INCIDENT:

The complainant indicates that there is no Fire Department or insurance reports of this fire incident. He also reports that the retailer did not want to take back the toaster/oven, for a refund of the purchase price, without its box. He added that the box had been discarded.

The consumer reports that Black & Decker - Home Appliance's customer service phone number, (203) 926-3218 was called on 5/2/91. She added that a call was received back from Black & Decker at about 11:00 AM on May 3, 1991. The consumer said that Black & Decker was told about this fire incident. She added that Black & Decker did provide the address and phone number of a local Black & Decker outlet [at 15206 E. 14th Street, San Leandro, California and phone number (415) 276-1610], where the consumer could bring the toaster/oven involved in this incident. The consumer reports that the toaster/oven had not been brought to this Black & Decker location, by May 10, 1991 (date of the visit by the Consumer Product Safety Commission to the consumer's home).

The consumer reports that the toaster/oven's power cord was plugged directly into the electrical outlet, shown in PHOTO A - EXHIBIT I. She added that no extension cord was being used. The other power cord, plugged into the top of this electrical outlet, operates a light above the Kitchen sink. The consumer reports that this light was "off" at the time of this incident. Examination of the electrical outlet reveals that it provides 120 Volt (AC) electrical power. A polarity tester (GROUND MONITOR by Trinetics Incorporated, Mishawaka, IN) reveals that this electrical outlet is grounded and has the proper polarity. A Receptacle Tension Tester (#1760) by Daniel Woodhead Co., Northbrook, Illinois, reveals that this electrical outlet has good holding tension (i.e. readings in the "green" area, far exceeding the 10 OZS minimum). There is no ground-fault interrupter protection for this electrical outlet.

The branch circuit for this outlet is protected by a 20 ampere circuit breaker (shown in PHOTO R of EXHIBIT I, adjacent to "8"). The consumer reports that this circuit breaker did not trip during this incident. The label on the circuit breaker box is shown in PHOTO Q of EXHIBIT I. This label lists the locations of the branch circuits, which the circuit breakers protect. It also lists: "GENERAL ELECTRIC" ... "PLAINVILLE, CONN.".

#### STANDARDS INFORMATION:

The electric toaster oven is listed by Underwriters Laboratories, Inc. The bottom of the metal crumb tray of the toaster/oven includes the following labeling: "UL TOASTER LISTED 228E".

#### SAMPLE:

The electric toaster oven, involved in this incident, was sampled under Sample No. M-860-2096.

#### PRODUCT IDENTIFICATION:

This electric toaster oven measures about 7 & 1/2 inches high by 7 & 1/2 inches deep by 14 & 3/4 inches long. The bottom of the crumb tray is labeled in-part: "DISCONNECT TOASTER BEFORE CLEANING"; "BLACK & DECKER MODEL NO. TRO500TY1 SHELTON, CONN."; "120 VOLTS-1500 WATTS 50-60Hz AC ONLY HOUSEHOLD USE ONLY". The Use & Care Book (shown in EXHIBIT II) lists the following address:

Consumer Assistance and Information  
Black & Decker (U.S.) Inc.  
6 Armstrong Road  
Shelton, CT 06484

The power cord of this electric toaster oven is 25 & 1/2 inches long, and it has a non-polarized (two prong) male plug. The power cord is labeled in-part: "VICTOR CORP. --- VEWC CORP. 16/2 AWG TYPE HPN CPE HEATER CORD".

The English muffin was from a package of six "THOMAS HONEY WHEAT ENGLISH MUFFINS" by S.B. Thomas, Inc., General Offices, Totowa, New Jersey 07512.

EXHIBITS:

- I - Photographs (PHOTOS A to R).
- II - Copy of Use & Care Book for the Toaster Oven (16 pages).
- III - Copy of the Registration Card/Information.
- IV - Copy of the Black & Decker Mounting Hood Offer.
- V - Copy of the Mirro Toaster Oven Bakeware Set offer.
- VI - Copy-consumer's notes of Black & Decker phone calls.

## U.S. Consumer Product Safety Commission

### AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒

You are hereby authorized to disclose my name and address with the information collected on this case.

☐

My identity is to remain confidential.

(Signature)

*Jan Dow*

(Date)

*5-10-91*

# CONSUMER PRODUCT INCIDENT REPORT

<b>1. NAME OF RESPONDENT</b> Bill Dow		<b>2. TELEPHONE NO.</b> (Home) (Work) (415) 791-1331	
<b>3. STREET ADDRESS</b> 4932 Oxford Place		<b>4. CITY STATE ZIP CODE</b> Newark, California 94560	
<b>5. DESCRIBE ACCIDENT SITUATION OR HAZARD, INCLUDING DATA ON INJURIES.</b> (Use second page if necessary.) Toaster oven was being used to toast english muffin when it caught on fire. Oven was extensively damaged and wall behind oven was smoke damaged. Fire was extinguished by respondents wife.			
<b>6. DATE OF INCIDENT(S)</b> 5-2-91	<b>7. IF INJURY OR NEAR MISS, OBTAIN AGE SEX AND DESCRIBE INJURY</b> _____	<b>8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME RELATIONSHIP</b> _____	
<b>9. DESCRIPTION OF PRODUCT</b> Toaster Oven		<b>10. BRAND NAME</b> Black & Decker	
<b>11. MANUFACTURER/DISTRIBUTOR NAME, ADDRESS &amp; PHONE</b> Black & Decker		<b>12. MODEL, SERIAL NO.'S</b> TR0500	
<b>13. DEALER'S NAME, ADDRESS &amp; PHONE</b> Service Merchandise Newark, Ca.		<b>14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED?</b> YES _____ NO <u>X</u> IF YES, BEFORE OR AFTER THE INCIDENT? _____ Describe _____ _____ _____	
<b>15. PRODUCT PURCHASED NEW <u>X</u> USED _____</b> DATE PURCHASED about 4-18-91 AGE 2 weeks		<b>16. DOES PRODUCT HAVE WARNING LABELS?</b> IF SO, NOTE: _____ _____	
<b>17. HAVE YOU CONTACTED THE MANUFACTURER?</b> YES _____ NO <u>X</u> IF NOT, DO YOU PLAN TO CONTACT THEM? YES _____ NO _____ OTHER _____	<b>18. IS THE PRODUCT STILL AVAILABLE?</b> YES <u>X</u> NO _____ IF NOT, ITS DISPOSITION will keep for two weeks	<b>19. MAY WE USE YOUR NAME WITH THIS REPORT?</b> YES <u>X</u> NO _____	
<b>FOR ADMINISTRATION USE</b>			
<b>20. DATE RECEIVED</b> May 2, 1991	<b>21. RECEIVED BY (Name &amp; Office)</b> Larry Cornell, SFRO	<b>22. DOCUMENT NO.</b>  	
<b>23. FOLLOW-UP ACTION</b> IDI SECT 04 1991 F155004 910503CWE5004		<b>24. PRODUCT CODE(S)</b> 0216	
<b>25. DISTRIBUTION</b> O: EPDS cc: FOWR		<b>26. ENDORSEER'S NAME &amp; TITLE</b> Larry Cornell, Program Officer	

EXHIBIT I

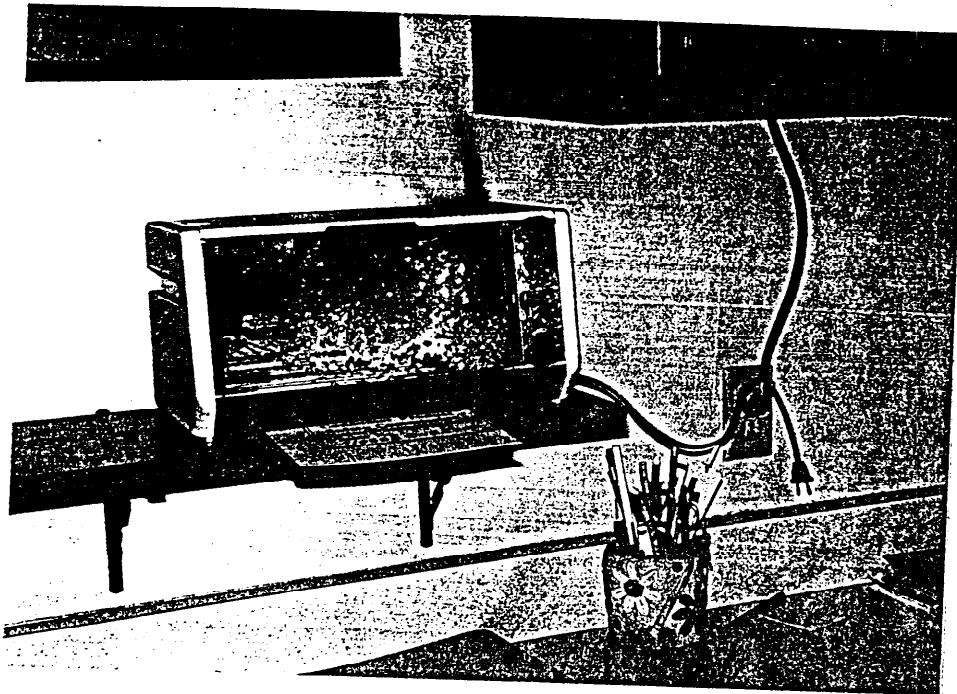


PHOTO A: Photograph of the electric toaster oven, placed on its shelf in the kitchen. It is in the same position, as during the fire. Its power cord was plugged into the electrical outlet, shown just to the right of this shelf.

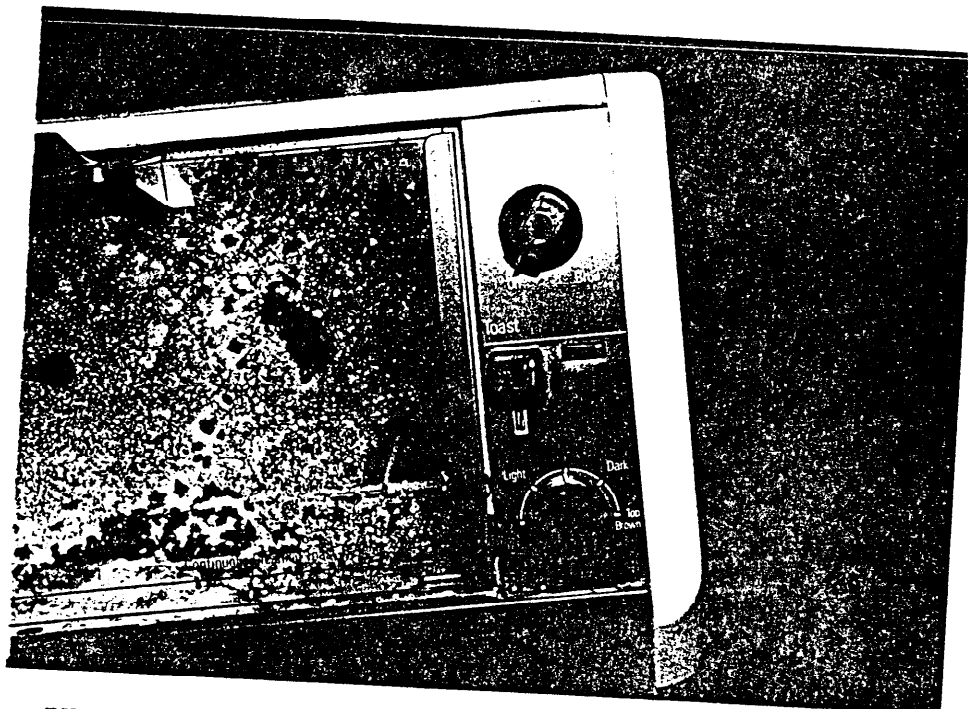


PHOTO B: Close-up photograph of the controls on the electric toaster oven. The top oven dial was: off. The bottom Toast Color Selector was at the midway mark, between Light and Dark (as shown in this photograph).



EXHIBIT I

Indepth No. 910503CWE5004

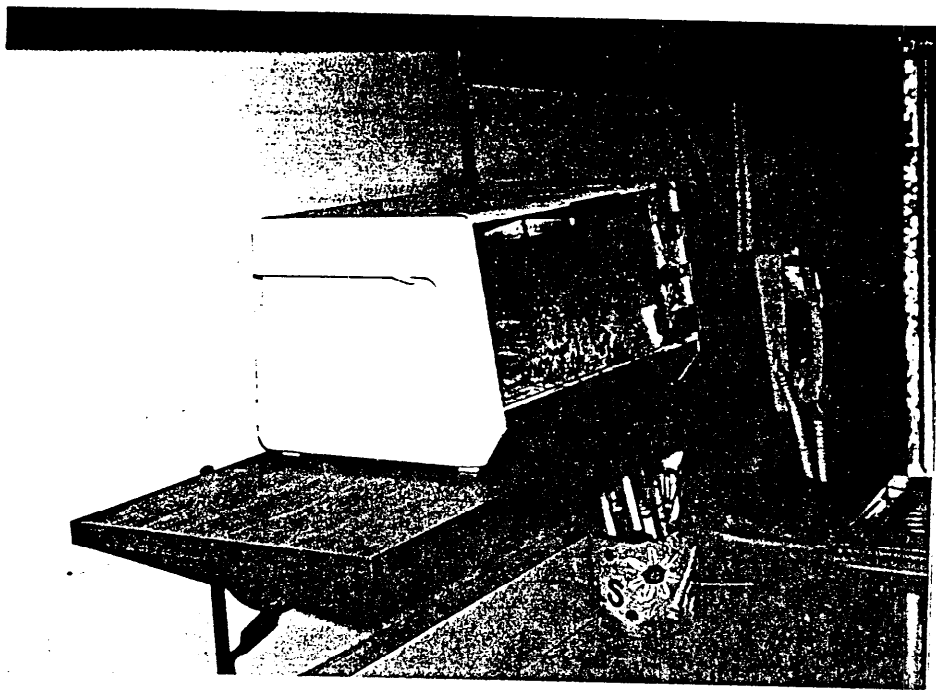


PHOTO C: Another photograph of the electric toaster sitting on its shelf.

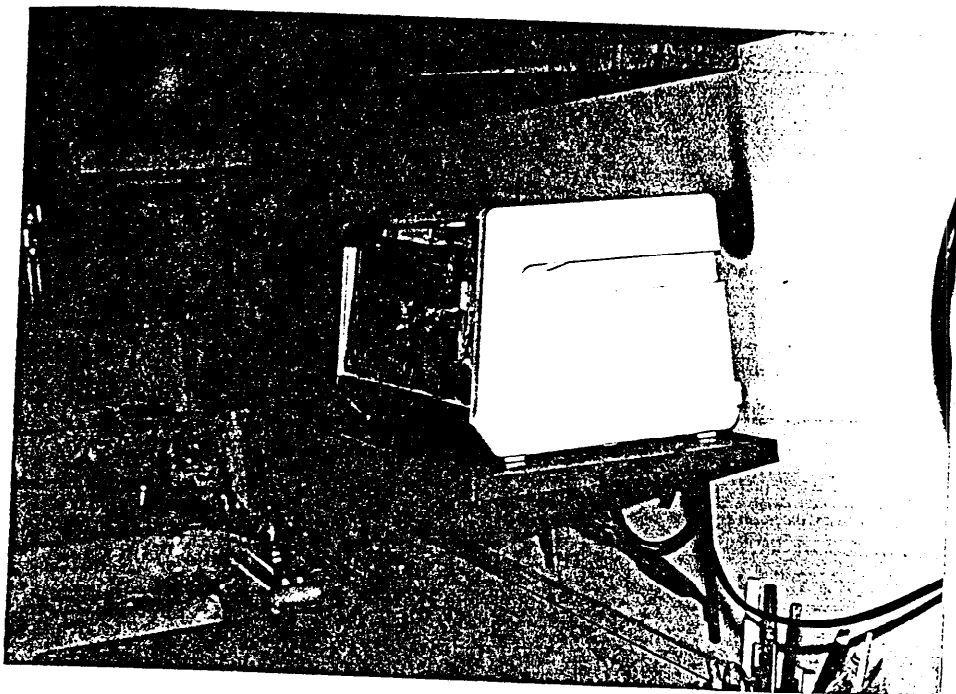


PHOTO D: Photograph of another side of the electric toaster, sitting on its shelf. Note the fire mark left on the wall, near the top back corner of the toaster oven.

EXHIBIT I

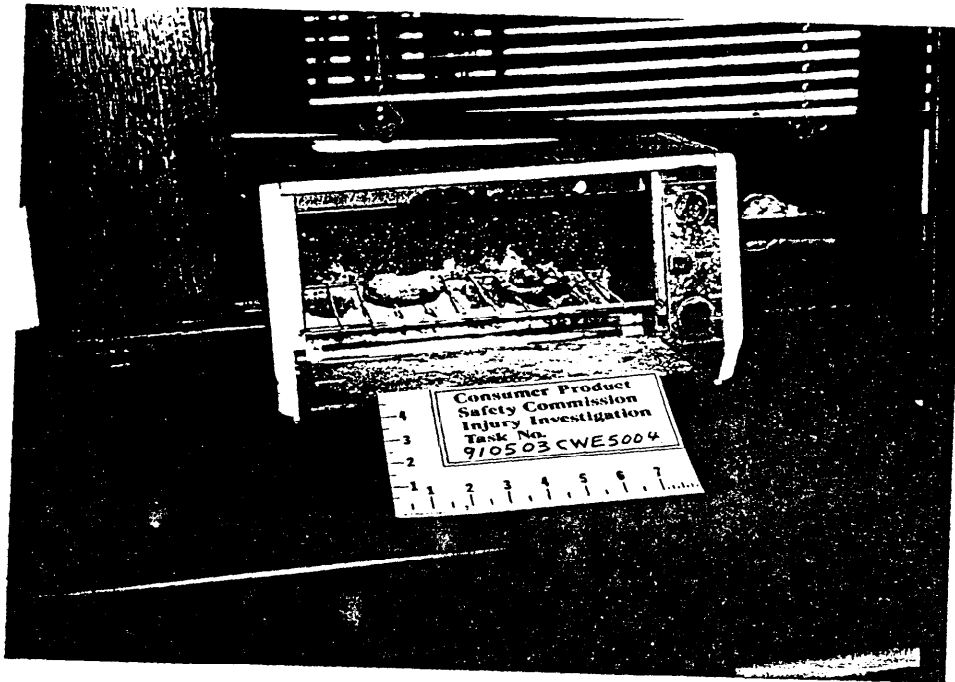


PHOTO E: Photograph of the electric toaster oven, with its front door open. Note the remains of the burned muffins inside the toaster oven.

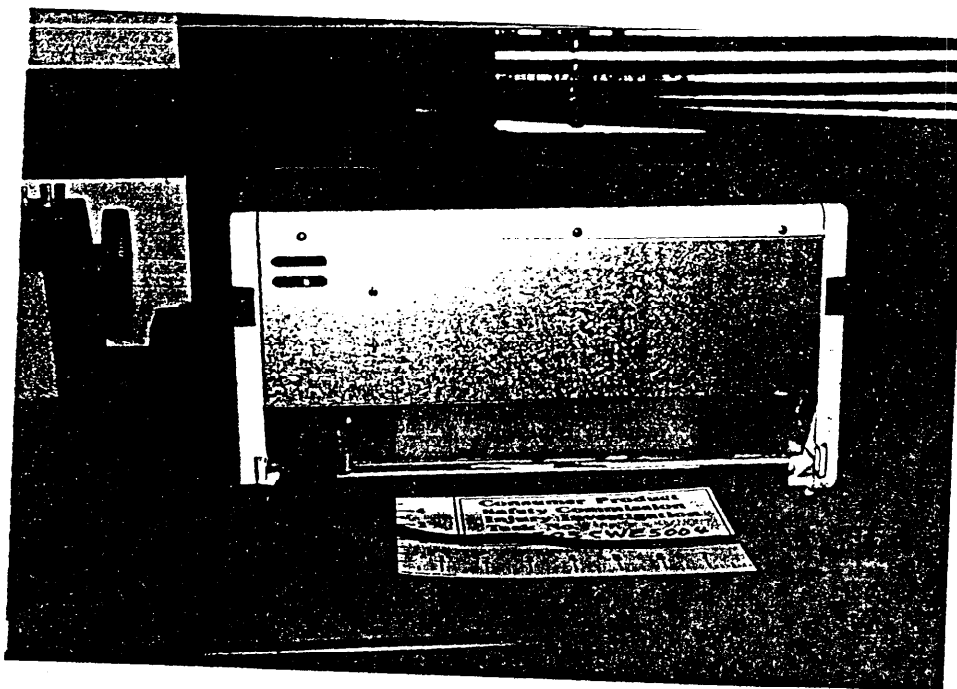


PHOTO F: Photograph of the back side of the electric toaster oven, shown in PHOTO E above.

EXHIBIT I

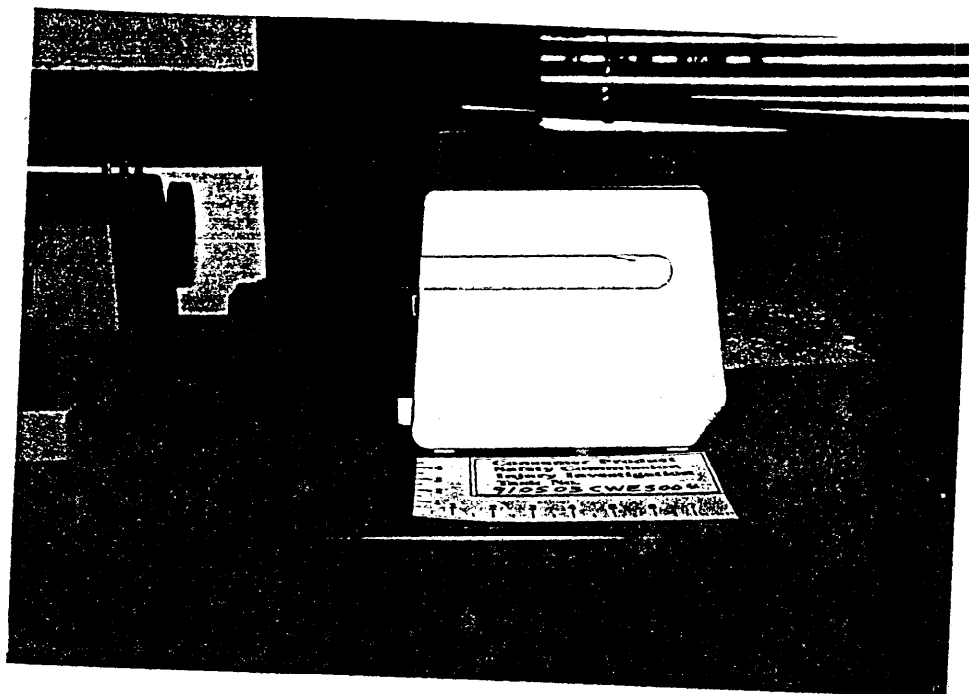


PHOTO G: Photograph of a side panel of the electric toaster oven.



PHOTO H: Photograph of - other side panel of the electric toaster oven.

EXHIBIT I

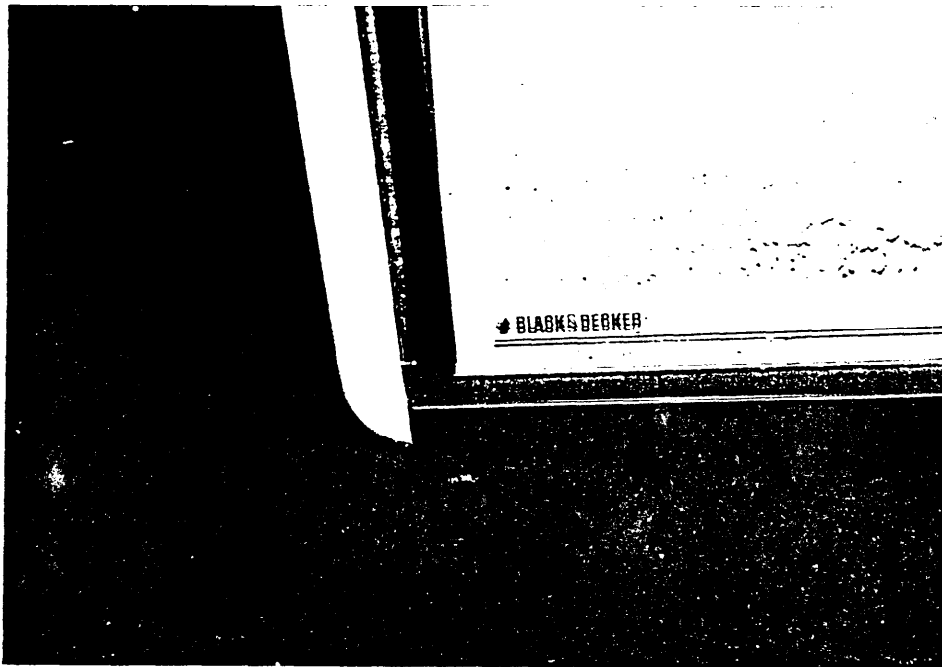


PHOTO I: Close-up photograph of the "BLACK & DECKER" label on the front door's window of the electric toaster oven. White paper was positioned behind the window to provide some contrast for this photograph.

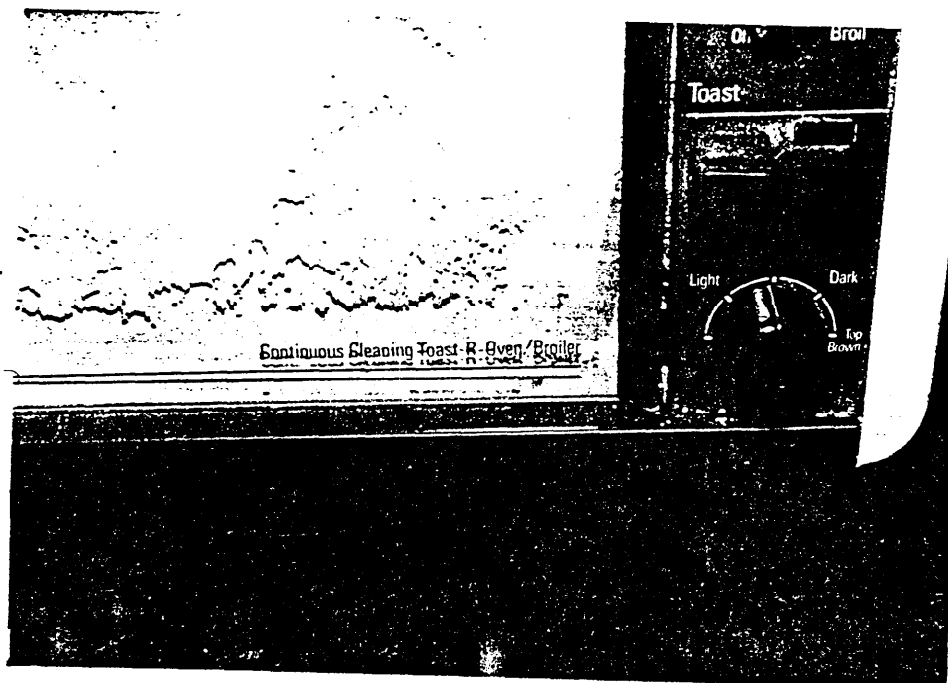


PHOTO J: Close-up photograph of the label on the other side of the electric toaster oven's - front door window.

EXHIBIT I

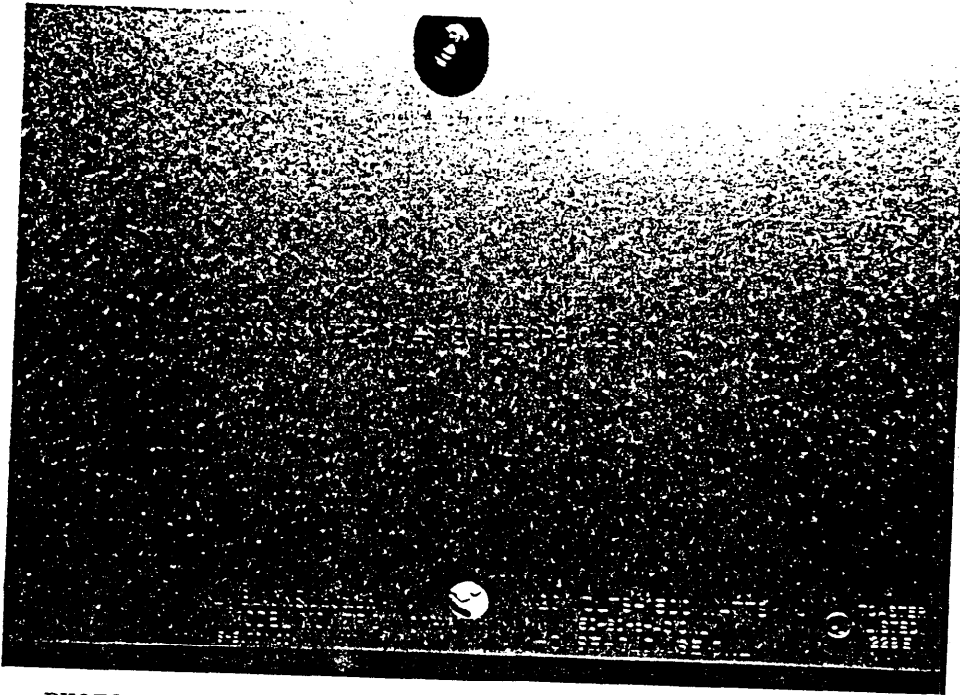


PHOTO K: Close-up photograph of marks on the bottom of the electric toaster's crumb tray. The marks include the Model No. TR0500TY1, the electrical ratings, UL listing information, and BLACK & DECKER (brand name) SHELTON, CONN.

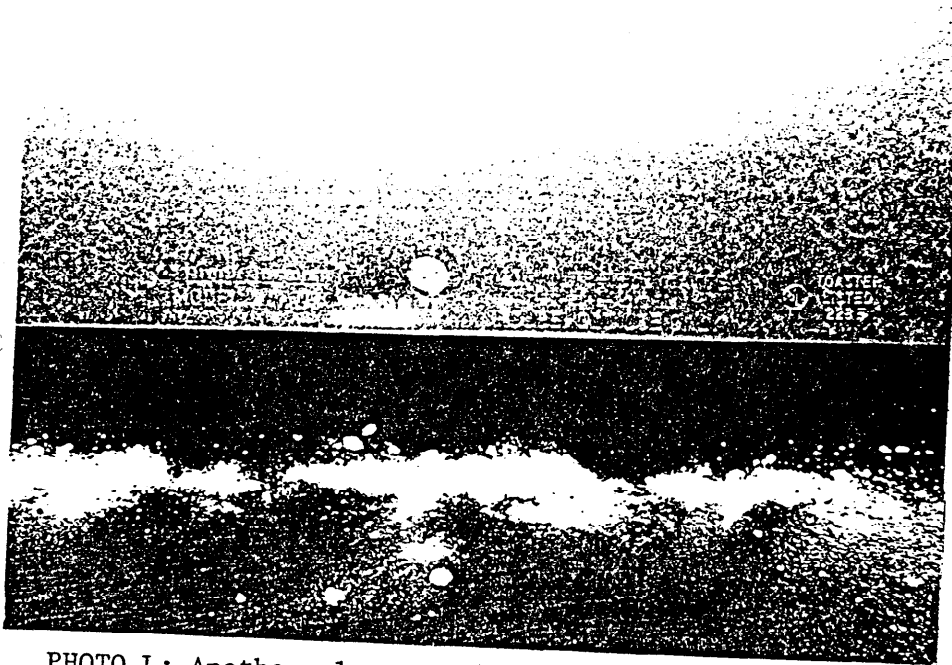


PHOTO L: Another close-up photograph of some of the marks shown in PHOTO K above.

EXHIBIT I

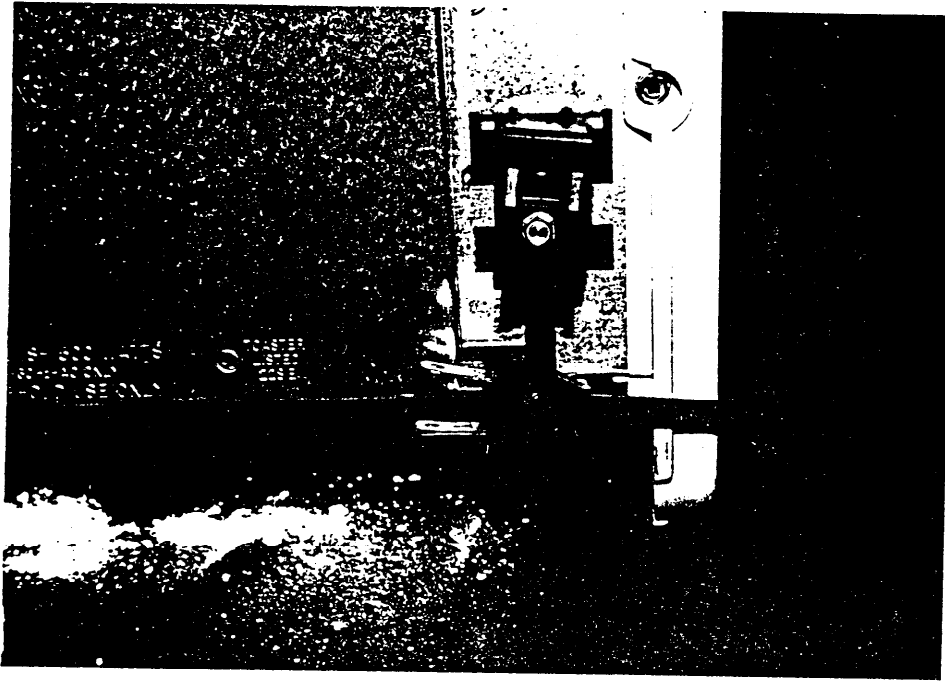


PHOTO M: Close-up photograph of the electric toaster oven's power cord (male plug) and where this power cord connects to the electric toaster oven on a rear bottom corner of the unit.

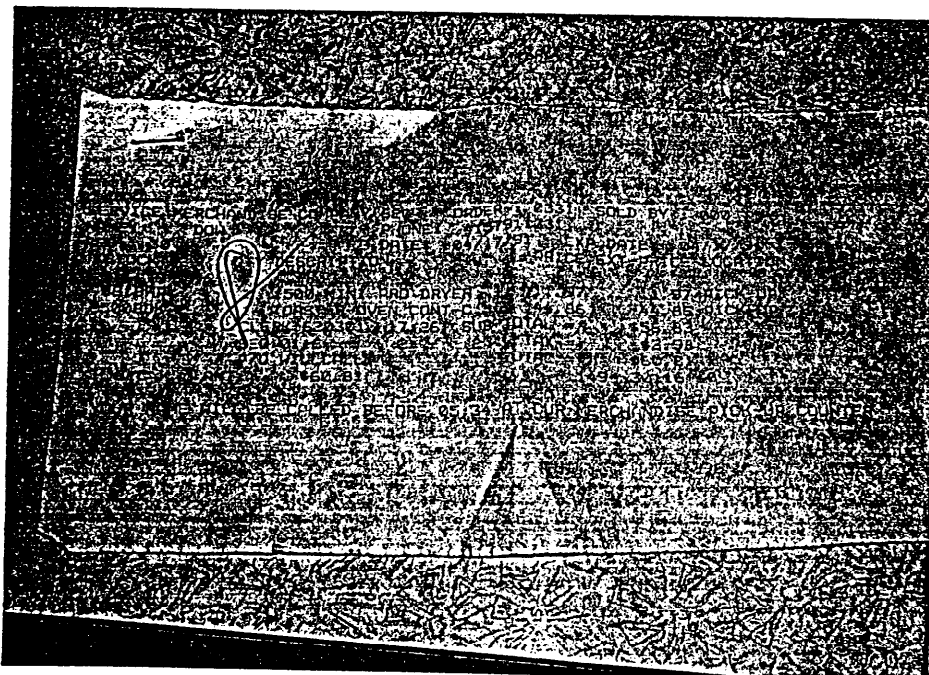


PHOTO N: Close-up photograph of the consumer's receipt for the electric toaster oven, shown in PHOTOS A to M.

EXHIBIT I

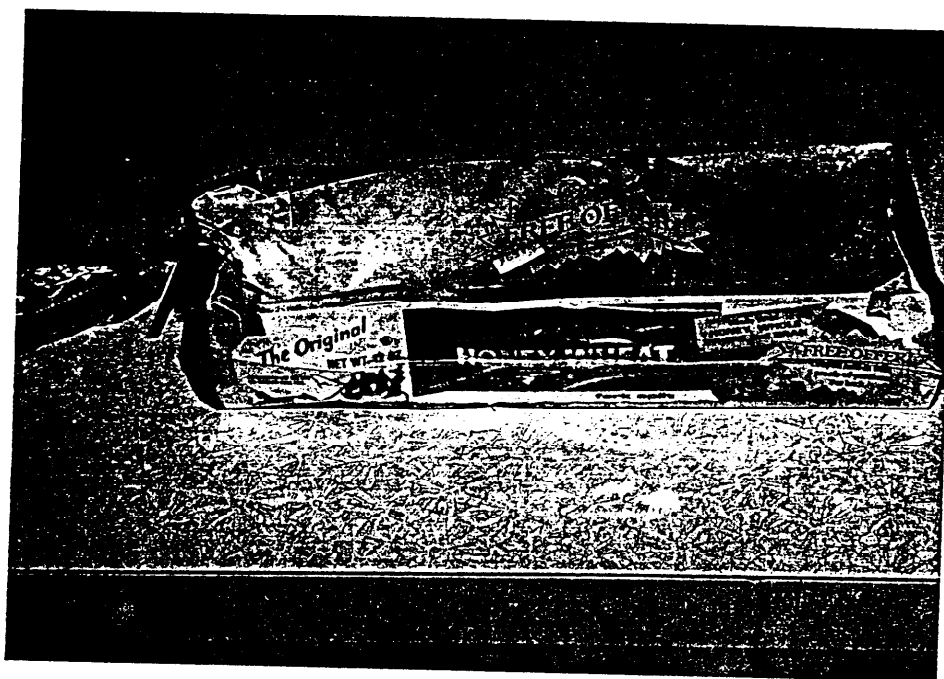


PHOTO O: Photograph of the package of English Muffins, from which the two muffins (involved in this fire incident) were obtained.

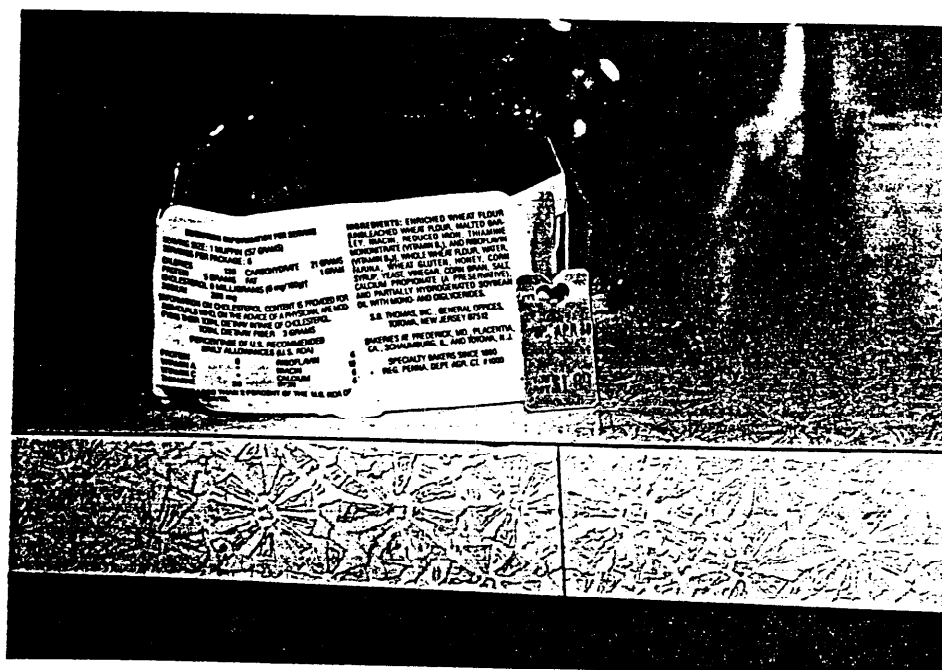


PHOTO P: Close-up photograph of the price tag and a label for the package of English muffins (shown in PHOTO O above).

EXHIBIT I

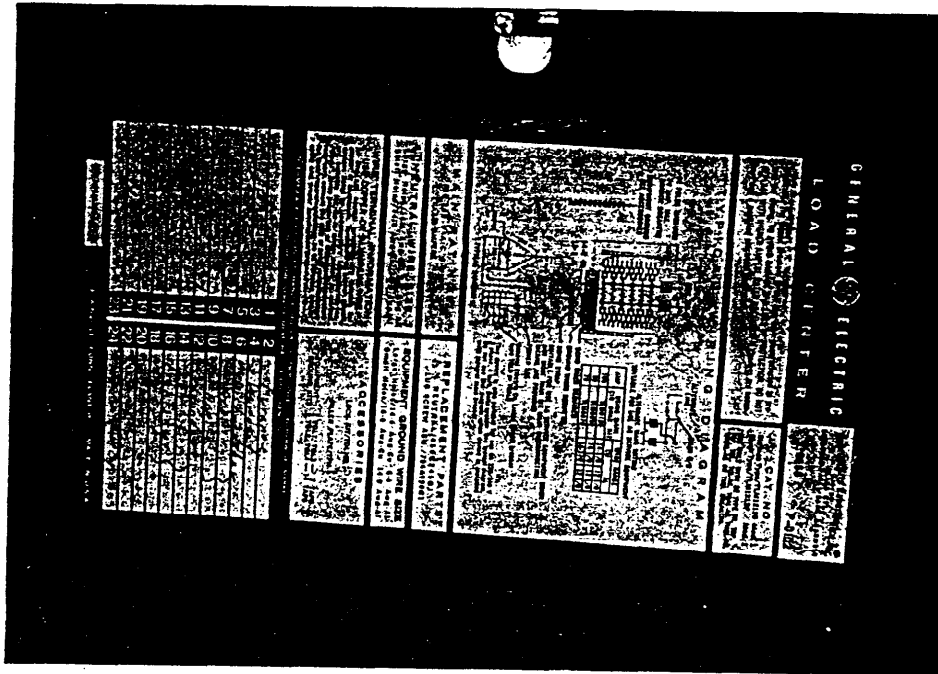


PHOTO Q: Close-up photograph of the label on the home's circuit breaker box. This box has the circuit breakers, which protect the home's electrical branch circuits.

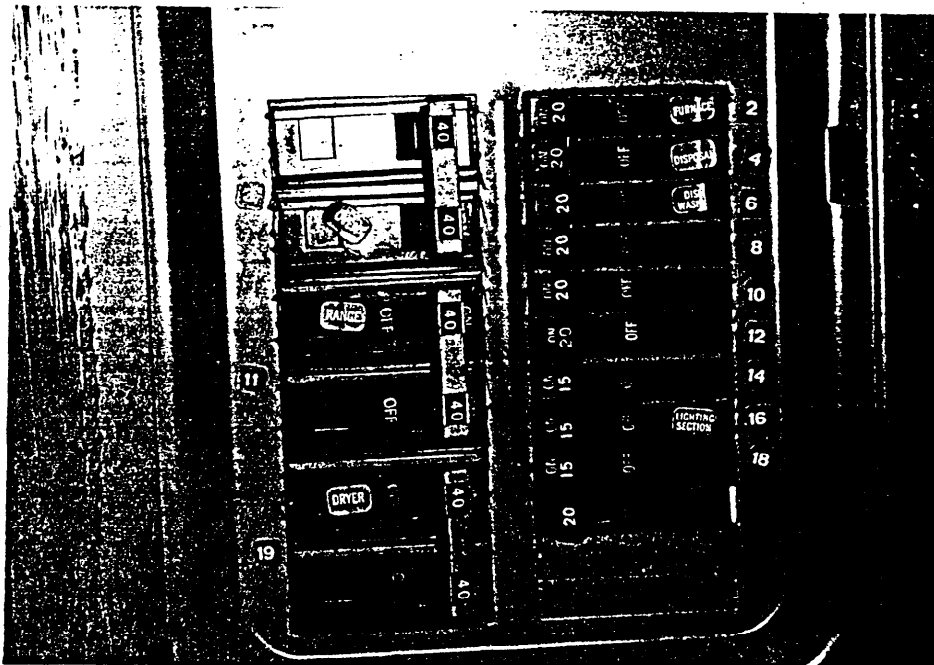


PHOTO R: Close-up photograph of the circuit breakers in the circuit breaker box. The 20 Amp breaker (to the left of the "8") protects the electrical outlet for the toaster oven (this outlet is shown in PHOTO A).

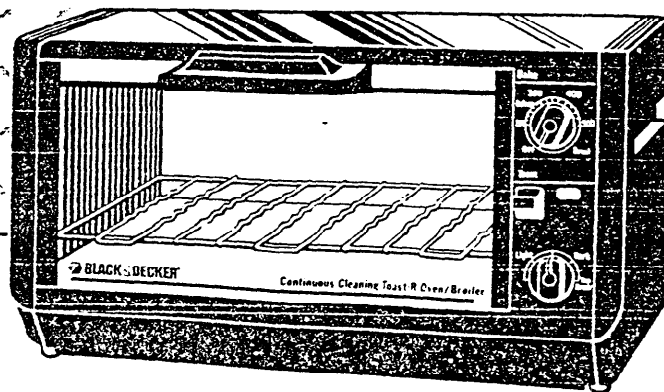


EXHIBIT II



**BLACK & DECKER®**

# Toast-R-Oven™ Broilers



15206 E. 14th St  
Smyrna, GA  
276-1610

Model TRO600

Models TRO51/TRO68/TRO400-TRO600

1500 Watts, 120 Volts, 50/60 Hz, AC Only

Listed by Underwriters Laboratories, Inc.

**SAVE THIS USE & CARE BOOK**